

# REVELATION

S O F T W A R E

## **ACHIEVING MORE BUSINESS BENEFITS THROUGH MULTIVALUE TECHNOLOGIES AND REVELATION'S OPENINSIGHT!**

A paper exploring the benefits realised by businesses which invest in MultiValue Technologies through OpenInsight™ and its companion software products and services.

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# Table of Contents

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<b>WHO ARE REVELATION AND WHAT IS OPENINSIGHT?.....</b>	<b>3</b>
GENERAL REVELATION INFORMATION.....	3
DEVELOPER AND END-USER FOCUS .....	4
OPENINSIGHT.....	4
REVELATION SOFTWARE’S MISSION STATEMENT. ....	5
THE HISTORY BEHIND REVELATION SOFTWARE AND OPENINSIGHT. ....	5
<b>WHO USES OPENINSIGHT? .....</b>	<b>8</b>
INDUSTRIES AND GEOGRAPHICAL REGIONS .....	8
REPRESENTATIVE CUSTOMERS .....	9
<b>WHY CHOOSE OPENINSIGHT RATHER THAN AN RDBMS ALTERNATIVE?.....</b>	<b>12</b>
A PROVEN HISTORY OF DELIVERING SYSTEMS FOR ‘BUSINESS’ .....	12
FASTER DELIVERY OF SYSTEMS, ENHANCEMENTS AND LEGISLATIVE DRIVEN UPDATES.....	12
EVOLVE, DON’T REWRITE.....	13
WHAT OTHER REASONS MAKE A MULTIVALUE SOLUTION RIGHT FOR MY BUSINESS? .....	14
<b>WHY DO VARS CHOOSE TO RELY ON REVELATION AND OPENINSIGHT? .....</b>	<b>15</b>
VARS HARNESS THE POWER OF THE MULTIVALUE ENVIRONMENT.....	15
USERS BENEFIT FROM THE FLEXIBILITY OF OPENINSIGHT’S VARIABLE LENGTH FIELDS.....	15
OPENINSIGHT ENABLES DEVELOPERS TO DELIVER THE EXTRA MILE .....	16
TOOLS THAT ENABLE VARS TO MAINTAIN THEIR COMPETITIVE ADVANTAGE .....	16
REVELATION IS NOT JUST SOFTWARE – IT IS A WHOLE COMMUNITY! .....	17
EVERYONE BENEFITS FROM RELIABLE, SCALABLE AND ECONOMICAL SOLUTIONS .....	17
REVELATION’S COMMITMENT TO END-USERS BUSINESS CONTINUATION .....	18
<b>FURTHER READING.....</b>	<b>20</b>
THE BENEFITS OF A MULTIVALUE DATABASE MANAGEMENT SYSTEM.....	20
WHY SHOULD I OPT FOR A REVELATION BASED APPLICATION? .....	20
USER STORIES .....	20

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## Who are Revelation and what is OpenInsight?

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### General Revelation Information

Since 1982, Revelation Software (Revelation) have specialised in the creation and marketing of database driven business application development products. This extensive portfolio of products includes application development tools, deployment products and companion services that enable software developers to quickly and successfully implement dynamic network and internet based applications.

Initially used to build DOS based software applications, these tools were enhanced during the 1990's to provide developers with the ability to create leading Windows® applications and later web based applications, including extending existing desktop application to the web. Throughout this time the company has continually supported the leading PC operating systems for business, including Windows®, Novell and Linux. For the web, the company has supported IIS, Apache, Samba and most mobile technologies.

The company's strategy of ensuring the preservation of information systems and investments by its developer and user community has enabled its customers to reuse, extend, enhance and leverage their investments in skills, whilst successfully protecting their investments in business applications.

Revelation applications are characterized by the enduring nature of the solutions implemented using its products. The company continues to invest in technologies that enable systems implemented in its earliest development tools to operate successfully on modern 32-bit client and network operating systems, and to also be extended to the Web.

Most systems created in the 1980's using Revelation tools were designed for only a handful of concurrent users. However, through a consistent technology that has evolved over the life of the company, many of these systems have scaled to much larger numbers of concurrent users, some now managing 1000's of users without any measurable degradation in performance. The company also has clients running web based systems with many thousands of users and one such system in Australia processes in excess of 2,000,000 database transactions each and every day.

"... And their mandate to us is to 'make sure that we're always scaled for growth, and make sure that it's stable.' And that's the thing about Revelation – it's completely scalable, and it's just so stable!

**Rob Hunt, TVSN.**

Revelation operates a policy of continual innovation to provide software developers with new tools that exploit the capabilities of the latest operating systems, network computing platforms, and programming languages and techniques. The combination of this focus, a commitment to continuous improvement and innovation has enabled Revelation to thrive and prosper in the challenging and ever-changing market of application development tools and deployment technologies.

## Developer and End-User Focus

Revelation is a customer-focused, service-oriented company, placing high value on providing customers with a boutique experience - one that is tailored to their individual needs. The company's goals of providing each customer with a Revelation experience that is engaging, unique, responsive, valuable and reliable is delivered by providing customers with consistent, quality communications, innovative new development, and continuous product improvements.

"Revelation has been our choice for developing our products from the beginning, mainly because of its flexibility and its robust nature. It's extremely friendly and allows for very quick development compared to a lot of other languages. And, having the MultiValue environment gives you a huge advantage over other databases. It just works a heck of a lot better than everything else."

**Greg Helland, BleuPelikan, Inc.**

Revelation Software offers a complete portfolio of support and development resources. This includes a virtual developer community on its web site, a series of introductory and advanced training classes, and the Revelation Help Desks. Revelation offers free installation support for 30 days with all new licenses purchased, as well as delivering a high level of personal technical support through dedicated support engineers closely supported by industry leading software developers.

## OpenInsight

OpenInsight is a repository-based application development environment that enables individual developers and development teams of any size to work collaboratively on the design, development and deployment of high-performance business solutions.

**Today, the company's flagship product, OpenInsight, enables market leading applications to be easily and very quickly created, deployed and maintained, whilst keeping ownership costs to a minimum.**

OpenInsight provides developers with a complete toolset that encompasses User Interface design tools (desktop and web) and programming tools for building business logic into the system. Behind the scenes lies a powerful and flexible MultiValue variable length database that enables business processes to be quickly and easily modelled into the solution.

"Developing an application in OpenInsight is relatively simple compared to other database managers. Yet what we can do with it is incredibly complex. The key is Revelation's unique combination of MultiValue architecture and the use of variable-length fields. There is just no other way to create something as versatile as *BG-BASE*."

**Mike O'Neil, BG-BASE.**

OpenInsight also has the ability to use SQL Server, Oracle, Lotus Notes, Universe/UniData, or any ODBC compliant data back-end. In addition, most traditional MultiValue platforms are supported through Revelation's CTO emulator. Delivered with Data Warehousing capabilities, XML and Web-enabled tools, OpenInsight is a tremendously powerful development tool for Windows and Linux-based applications.

## Revelation Software’s Mission Statement.

Revelation’s mission is to excel and provide leadership in the design, development, delivery, service, and support of component-based application development tools for internet and network computing architectures. The company’s goal is to lead the market by enabling professional application developers and development teams to implement and deploy dynamic internet and network-based packaged and custom business applications. Revelation achieves the goal by providing a superior level of service that delivers an experience that is engaging, unique, responsive, valuable and reliable for each customer.

## The History behind Revelation Software and OpenInsight.

<b>1982</b>	Cosmos, the forerunner to Revelation Software was founded. The company’s initial product, a PC-based database development tool, was called Revelation.
<b>1987</b>	Introduced Advanced Revelation™ (ARev), the award-winning development toolset for DOS, specializing in the development and deployment of multi-user network-based applications.
<b>1989</b>	ARev is recognized as the LAN database development tool of the year in 1989 by LAN Magazine.
<b>1990</b>	Client/server development capabilities were introduced and initiated development of next-generation repository-based development environment in Windows.
<b>1994</b>	Introduced OpenInsight for Workgroups™ (OpenInsight), the first Windows repository-based application development environment to enable teams to collaborate in the design, construction, and evolution of business critical applications. OpenInsight delivers full compatibility with ARev, enabling developers to fully re-use and exploit their expertise and investment in Revelation’s products to successfully migrate applications to Windows and leading environments such as SQL Server, Oracle, and Lotus Notes.
<b>1995</b>	Revelation introduced the Network Product Suite. These strategic value-add products each deliver critical increases in performance and integrity to networked-based applications written both in OpenInsight and ARev. This is a classic example of how Revelation remains committed to its legacy client and user base. Revelation engineered these products to enable 16-bit DOS applications to operate successfully in modern 32-bit Windows operating systems and contemporary network computing environments.
<b>1996</b>	Introduced 32-bit development and deployment capabilities to the product line. Revelation becomes fully Web-centric with the establishment of its acclaimed revelation.com developer focused web site, revolutionizing its delivery of services and technical publications.  Revelation was among the first software companies to publish an open, public threaded discussion forum for its developers, thereby creating a virtual community for the sharing of information and exchange of ideas on the use and deployment of its development tools.

<b>1997</b>	<p>Introduced a full set of Internet design and deployment capabilities to OpenInsight. This enables developers to publish information dynamically to the Web and to build and extend their existing LAN based applications with Web-based capabilities, employing OpenInsight as an interactive application server together with an HTTP server.</p> <p>"The WORKS", a unique annual subscription program, was also introduced during this year revolutionizing how developers view their tools. By providing an annual subscription to all product releases, Revelation raised the bar for delivery of technical information, tips, techniques and source code, enabling developers to fully exploit the suite of application development and deployment tools.</p>
<b>1998</b>	<p>Introduced the next generation of the NT Service network product to take advantage of the TCP/IP communications protocol.</p>
<b>1999</b>	<p>Integrated technical support with the WORKS, transforming the subscription into a full-service software and support delivery program. WORKS subscribers now receive all upgrades and patches during the subscription period as a part of the program.</p>
<b>2000</b>	<p>WinWin Solutions acquires a controlling interest in Revelation Technologies, Inc.</p>
<b>2001</b>	<p>XML tools included in the product line. OpenInsight can now generate XML data on demand, creating its own schema on the fly, or it can use existing schemas.</p> <p>32-bit extensions added to the product line by taking advantage of OpenInsight's ability to interact with VBS technology. Users can now continue to work in their existing OpenInsight applications but have 32-bit interfaces that the users will use.</p> <p>Java for OpenInsight 2.0 (JOI) is released, enabling Revelation developers to extend their product and business knowledge to any platform that can run Java applications. With only a minimal amount of Java knowledge, developers can create and deploy Java applications that use Linear Hash as their data source and OpenEngine as the database engine.</p>
<b>2002</b>	<p>A full 32-bit version of OpenInsight is released. This provides greater compatibility with existing platforms, and allows easier interoperability with other windows-based applications.</p> <p>New TCP/IP network products were developed and released, increasing speed and allowing better performance and security over Windows-based IP networks of any size.</p>
<b>2003</b>	<p>The Universal Driver is released enabling OpenInsight or ARev to run on Novell, Windows, or Linux servers and OpenInsight 4.1.3 is released featuring a new Database Manager.</p>
<b>2004</b>	<p>OpenInsight 7.0 is released. This release updated the overall look and feel of the product. It also introduced a new System Editor, improved support for Unicode (allowing better support for non-English speaking locales), a new reporting tool, plus many, many more enhancements.</p> <p>OpenInsight for Linux is released. Initial kernels supported are Red Hat and Debian.</p>

<b>2005</b>	OpenInsight 7.1 is released, providing many new features including: a command line interface (TCL), Wizards for the creation of Tables, Popups and Reports, new Avery Label support for reports and Socket Implementation. In addition, new Print Drivers for the Linux Platform are added to 7.1. This release also included enhancements to OpenInsight's Table Browser, Documentation Tools, Client Server Workspace, Form Designer and Presentation Manager.
<b>2006</b>	<p>OpenInsight 7.2 is released featuring enhancements to OIPI, new features to the Report and Table Builders, a new Direct Print function, enhancements to the new System Editor and new edit table features were added to the Form Designer.</p> <p>Also included in release 7.2, is the Character to OpenInsight (CTO) interface enabling users and developers to run character-based MultiValue applications in a VT100 compliant console powered by OpenInsight. CTO is a complete migration tool for converting traditional MultiValue applications to OpenInsight.</p> <p>The Revelation Universal Driver Heavy (UDH) is released. The UDH is client/server software designed to allow real time mirroring of Revelation data for system recovery following a hardware or other system failure and also real 'point-in-time' data backups.</p>
<b>2007</b>	<p>Revelation Software started the year announcing a partnership with IBM, and the release of OpenInsight for U2, a combination of the best graphical, MultiValue application development tool, and UniVerse and UniData, IBM's two MultiValue data servers.</p> <p>OpenInsight 8.0 is released, featuring ARev32, a new Banded Report Writer and a new web interface OECGI2. This release also includes enhancements to the Application Manager, Basic+ and System Routines, the U2 Connector, OIPI and the Database Manager.</p> <p>The new ARev32 interface enables ARev users to move their applications up to a 32-bit environment powered by OpenInsight. ARev32 enables users to use their entire ARev application as is, without the ties associated with DOS based system. It also allows users to take advantage of Windows based printers and print queues, and to integrate their character-based applications with graphical components.</p> <p>The Universal Driver 4.0 is released, featuring a console application to manage record locks, backward compatibility and automatic registry configuration.</p>
<b>2008</b>	The Universal driver 4.5 and the Universal Driver Heavy 4.5 are released, providing greater performance, stability and improved management tools.

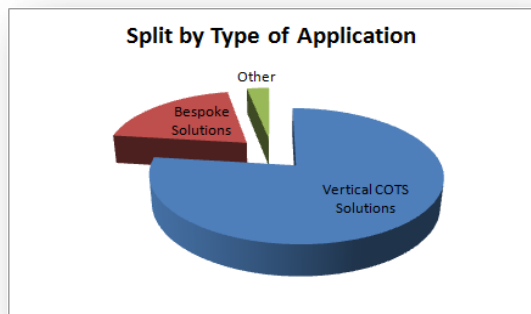
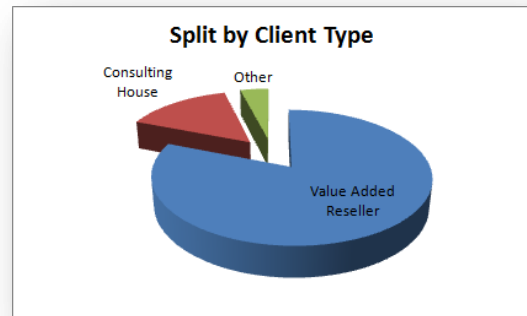
## Who uses OpenInsight?

### Industries and Geographical Regions

Revelation directly serves a unique segment of the software development tool market. This being, professional application developers and corporate organisations with development teams that specialise in the design, implementation and delivery of packaged and custom line-of-business applications across all industries.

Approximately 80% of Revelation customers are independent software development organisations, which act as Value Added Resellers for Revelation.

Using Revelation tools, these highly skilled organisations and individuals design, build and implement critical business applications for vertical markets, many achieving market leading status.



Of this constituency, more than three quarters are application software vendors delivering industry specific packaged applications that are built and deployed with Revelation's tools. Others are professional custom application solution providers and leading innovative system integration experts that rely on Revelation tools to implement robust, network-based custom solutions for their customers.

Revelation based systems can be found in over 60,000 sites, in just about every industry on all seven continents- and that does include Antarctica.

Typical industries where Revelation based systems are strong include: finance, human resource management, payroll, construction services, healthcare, manufacturing, work order management and maintenance, customer service, order processing and sales automation, and library/catalogue systems, to name a few. In addition, Revelation systems are utilised within governments around the world at all levels.

Revelation serves a wide reaching community of in-house corporate developers across the globe who have implemented company specific departmental and organization wide client/server and messaging-based business solutions that are critical to their daily operations.

## Representative Customers

Revelation provides licenses to commercial and non-commercial organisations of all types. These organisations make up a diverse list of representatives including qualified resellers, business partners and independent software vendors (collectively known simply as VARs within the Revelation community).

Revelation Software, Inc. has distribution relationships throughout the world, including representatives in Australia, Asia Pacific, South America and Central America. Revelation Software Limited, based in London, United Kingdom, distributes licenses throughout Europe, the Middle East and Africa.

**Revelation has licensed more than 2,000,000 copies of its development and deployment products worldwide.**

Through a global network of VARs, Revelation's licenses extend to users across all industries and on all seven continents, including several systems in Antarctica. As a tiny example, Revelation users include many of the world's best known companies in;

### Healthcare

Revelation has a large number of VARs supplying systems to healthcare organisations around the world and this is a classic example of the diversity that can be found in the Revelation based systems available within many industries. Just a few examples are:

- ❖ 3M Healthcare, who provide clinical coding systems to medical staff throughout the UK's National Health Service (NHS).
- ❖ Angel Systems, Inc. providers of comprehensive clinical information systems to behavioural healthcare organisations.
- ❖ C3, Inc., providers of scheduling software for the homecare industry.
- ❖ Clinical Data Management, who provide US National and International hospitals and healthcare providers with patient care quality improvement tools.
- ❖ Healthy Software, providers of primary healthcare systems to the NHS, private healthcare (including Harley Street, London) and Hospices across the UK.
- ❖ Houston Medical Records, Inc., providers of automated billing services.
- ❖ Jefferson Center for Mental Health, who provides quality mental healthcare and innovative programs.
- ❖ MBS/Net, Inc., provides medical office automation and management systems.
- ❖ MDT, providers of HIPAA compliant medical and dental claim reimbursement systems.
- ❖ Quality Business Solutions, provide a health outcome management system.
- ❖ Vantage Technologies, who provide risk assessment solutions.
- ❖ Plus many more...

<b>Construction</b>	Through CSSP, Revelation licenses are used by many of the UK's major water companies and construction companies.
<b>Education</b>	Through IS Oxford, Revelation licenses are used in a large number of schools, colleges, universities and hospitals across the UK.
<b>Finance</b>	<p>A major UK bank, now a part of one of the largest European banks, runs a 1000 user licensed OpenInsight system. In addition, several companies on the Isle of Man run systems of varying sizes into the hundreds of users.</p> <p>A VAR in Ghana has several bank systems running in North West Africa and a web based banking system that runs across the Atlantic.</p> <p>The Share Centre use Revelation tools to develop an in-house solution to manage share portfolios and a multi-screen application was built for a major London bank's dealing room.</p>
<b>Human Resources</b>	<p>Numerous Revelation VARs supply systems to manage human resources and to handle payroll for both temporary and permanent staff. These clients often supply both bureaux and boxed solutions to their clients.</p> <p>End-users in this sector are varied and cover all industries. However, this sector features many blue chip companies and organisations with globally recognised brands. Together they handle employment and monthly payroll records for tens of thousands of people across Europe.</p>
<b>Government</b>	Many VARs supply systems to all levels of government. Within the UK systems can be found within the Home Office, The Health Protection Agency, throughout the NHS and education at all levels. Within the USA, Revelation based systems can be found at the heart of US government.
<b>Insurance</b>	Several systems have been written especially for individual insurance companies. These include systems for a couple of globally recognised life insurance companies and a leading Irish insurance company.
<b>Museums &amp; Galleries</b>	Through a VAR in New Zealand, Revelation licenses can be found across hundreds of museum and galleries across the world. In the UK, these include some National Trust Sites and the Royal Air Force Museum in London.
<b>Retail</b>	Numerous VARs have systems installed at many retail sites, such as The Movie Gallery with over 2000 sites, and for this reason countless household names feature in the user list. In addition, the company has clients like TVSN in Australia, who are using OpenInsight to exploit modern and emerging technologies to further the reach of their business.
<b>Security</b>	Security systems often need to be highly focused on the business in hand. One such system, from PowerForce in Australia, was used to manage security rosters for the Sydney Olympic Games in 2000.

**Specialist**

There are countless specialist applications currently in use around the world. Whilst most of these tend to be in-house, hobby or smaller focused systems, several are commercial available.

Just a few examples are:

- ❖ *BG-BASE* which is used at many leading botanical gardens and universities around the world. Many like Kew Gardens, Royal Botanic Garden Edinburgh, The New York Botanical Garden, The Arnold Arboretum of Harvard University, being household names.
- ❖ Counterpoint who supply royalty management systems to some of the biggest names in film and sport including Paramount Pictures, 20th Century Fox, MTV, Nickelodeon, Elvis Presley Enterprises, National Hockey League, and NASCAR.
- ❖ CON-SPACE Communications Ltd., manufactures of a family of Confined Space and Hazardous Area communication and alarm systems, with a client portfolio that reads like a Who's Who of major industrial clients, Municipalities, the U.S. Military, major world airlines, Rescue groups (FEMA and Fire Departments), plus an assortment of other users.

## Why choose OpenInsight rather than an RDBMS alternative?

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### **A proven history of delivering systems for 'Business'**

OpenInsight is built on a powerful and flexible computer technology that has been around since the 70's, known generally as 'Pick'. Named after its founder, this technology makes extensive use of MultiValues and enables developers to closely model their applications on actual business needs, rather than primarily focusing their attention on religiously adhering to the Relational world's normalisation rules.

Sourcing a new application, organisations seem to often put the views of users lower down in the decision making process, than those of the IT department. All too often, this results in a buying decision that is based on the guidance of technical staff with knowledge only of the Relational Database Management System (RDBMS) model that is widely taught within technical colleges, but less knowledgeable in other technologies, such as MultiValue. Whilst this means that their in-house staff can fully understand the internal workings of the solution and therefore feel 'comfortable' with the purchase, it often results in a system that might not necessarily benefit the business as well as other solutions that are built with the business processes and benefits as the primary concern. Often the result is that users find it necessary to seek a compromise to suit the software solution.

On the other hand, most OpenInsight systems are designed, developed and maintained by smaller teams of developers who spend much of their time better understanding their client's business processes and what to build into their solutions and which will provide the most benefit to their client's businesses.

### **Faster delivery of systems, enhancements and legislative driven updates.**

In addition, through removing much of the design overhead associated with other systems, the MultiValue technology that OpenInsight is built on enables Revelation's VARs to get their solution to market quicker and more economically, and then deliver enhancements, many legislative in nature, in good time.

"OpenInsight and the ease of developing within it, provides CSSP with a very fast turn-around from concept to completion. This allows us to compete with all competitors, and allows us to react quickly to user requests. The repository structure allows us to implement Service Packs for our application in days rather than weeks, indeed sometimes even in hours."

**Colin Rule, CSSP.**

One financial organisation using OpenInsight, was recently one of the few suppliers to support and deliver UK government imposed legislation changes within their application and within the specified deadlines.

In today's ever busier world, organisations need to cater for users spread across wide geographic areas and they need to reach customers wherever they are. To facilitate this businesses look to faster processing power and ultra wide area networks. Often these networks include thin client solutions, such as Citrix, Terminal Services and of course the World Wide Web (Internet). More importantly they need to do all this extremely quickly and with as little bandwidth cost as possible.

When filling a form (screen) with data, most Relational based systems have to open and query several tables, negotiate numerous joins and then pull all of this data together before displaying it on the screen. Furthermore, complex routines need to be manually written and managed within the software to effectively allocate and then free up system memory.

OpenInsight's internal design is specifically optimised for extremely fast data writes and reads. Through a managed filing system that reduces blank/empty memory allocation (see Variable Length fields later) and a complex dictionary driven system the process of reading a record can often involve only one or two extremely fast disk reads, meaning the data can be retrieved efficiently and extremely quickly. An example of this can be found in Revelation's white paper entitled "The Benefits of a MultiValue Database Management System."

"It takes time for a hard disk head to move over a large amount of blank spaces reserved for fixed-length systems. But if it's moving over densely packed data that doesn't have millions of bytes of blanks, it goes much faster. Per-record access times remain remarkably flat, no matter how large the table becomes.

**Kerry Walter, BG-BASE.**

This optimisation not only reduces the resource overhead on machines and networks, but it effectively maximises investment in hardware by lengthening the productive life of hardware. In addition, it proves to be perfect for web based applications where speed and super reliability of these 'elective use systems' is of the essence.

### **Evolve, don't rewrite.**

People making arguments against MultiValue technologies often cite the age of the technology, thinking that the latest technology innovation has to be the best route forward. Yes, MultiValue technologies have been around since the 70's and Revelation have evolved and enhanced their technologies since the early 80's, but the key word here is 'evolved'.

Whereas many software vendors find themselves re-engineering their solutions every few years, normally when their tools vendor release another major technology update, OpenInsight developers are largely able to simply plug into new technologies as Revelation supports them through the product suite, and usually without the need for expensive, time consuming and invasive re-design and re-write projects. This is because Revelation understands the nature of their clients business and evolves their products in a way that enables their VARs to do the same. Revelation listens to their clients and evolves their products for your benefit!

"OpenInsight really became our periscope to the Web... They came in and completed the project in less than a week. We didn't have to change our application code – which is great because it's a durable, stable application that we didn't want to open up."

**Glenn Smoak, Sterling Couriers**

The subject of whether to choose a MultiValue solution over a Relational based System is a long and complex one, with pros and cons on both sides. For this reason, Revelation has produced a white paper on the subject. It can be downloaded from [www.revsoft.co.uk/downloads/mvdbmsrdbms.zip](http://www.revsoft.co.uk/downloads/mvdbmsrdbms.zip).

## **What other reasons make a MultiValue solution right for my business?**

MultiValue applications are based on one of the worlds most widely used and experienced business software solutions. With an annual market worth nearly \$3 billion, MultiValue is one of today's fastest growing business software solution markets.

So why don't more people know about MultiValue systems? Quite simply, because MultiValue VARs do not want to promote the nature of their competitive edge. MultiValue tools, like OpenInsight, are often favoured by business experts who understand the most efficient way to handle the data processing required by their clients and MultiValue tools enable them to build this knowledge into their solutions. As well as enabling developers to release systems and new functionality to end-users very quickly, this usually results in lower operation and maintenance costs for end users – most systems being of a set and forget nature.

**Following installation, many users have no reason to contact Revelation's support team from one year to the next and when they do the reason is often environmental, rather than a failing in the application.**

With solutions from many MultiValue tools providers, including Revelation Software, IBM, Raining Data, Northgate Arinso, jBASE International, VIA Systems, ON-Corporation, InterSystems and more, it is not surprising that over 10 million users in over 300 major industries and institutions all over the world log onto a MultiValue based system every day.

[Statistics courtesy of International Spectrum's web site August '08 – [www.intl-spectrum.com](http://www.intl-spectrum.com).]

## Why do VARs choose to rely on Revelation and OpenInsight?

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### **VARs harness the power of the MultiValue environment**

OpenInsight makes full use of the potential of the MultiValue model and provides developers and users with features that support and encourage the use of attributes having a list of values, rather than all attributes having a single value.

Normally in databases application developers can only store one value in one column/row combination but if developers can have "MultiValues" it means that a column can accept multiple values, with no limit to how many values there are.

This concept is better explained through an example; In the case of an address a Revelation developer can drop the multiple address lines (Address Line 1, Address Line 2, Address line 3) and simply use one MultiValue column simply called 'Address' and this can contain any number of address rows, usually entered into a table on the screen.

In the same way, a developer can drop individual prompts for contact numbers, and provide the user with associated MultiValue columns, being Contact type (phone, fax, cell, etc.) and then the actual contact number, followed by an extension if required. This can be further refined to include family member's contact numbers, where there is no business benefit to creating an entire unique record for the family members – normally required by the Relational model, this could result in unnecessary disk space being used and additional wasted time for the user to enter and save the additional records.

### **Users benefit from the flexibility of OpenInsight's Variable Length Fields**

How many times do you have to make your data fit the application that you are using? How often do you run out of characters when entering someone's name or an address into a software solution? In most application development systems, the developer needs to pre-allocate memory to fields and this often results in fixed length fields being imposed on users.

In the OpenInsight world this is not normally an issue. When the database is defined a preferred field size is defined, but when this is exceeded the system simply ignores the limit and continues to allow the user to add characters, as data is removed from the system OpenInsight automatically resizes the field memory allocation to efficiently manage the system.

"...we will open up a window in *BG-BASE* and start typing in a field, and typing and typing — hundreds, thousands of characters. People love that! ..., they don't need weird little abbreviations so the data will fit the application, and they don't need to use clumsy memo fields. We're dealing with scientists, so accuracy and thoroughness are extremely important. That's why OpenInsight's variable-length approach is such an advantage."

**Mike O'Neil, BG-BASE.**

## OpenInsight enables developers to go the extra mile

One of OpenInsight's greatest strengths is that almost the whole of the product is built in OpenInsight itself and it consists mostly of data. This provides developers and power users of bespoke or customised solutions with the facility to tweak (develop) their live system while it is in use. These changes can then be immediately made available to users working on the system – all without disruption to those users use of the application.

However, the real power comes into play when a software house is contracted to write a bespoke solution, or a client driven enhancement to a packaged solution. The requirements can be taken and quickly built into the system. They are then presented to the client and in many cases things can be modified 'there and then' to reach 100% customer satisfaction and benefit from the system every time.

"Most companies never get the last little 10% of benefit from their systems because they were so locked into designing the application up front. Once it is delivered, any rework is really expensive. But with Revelation, you can build a prototype and then refine and modify it with the client without major rework to get that last 10% comfort level.

**Jim Butler, OpenInsight Developer**

For developers supplying solutions to clients, this means that a much higher level of customer satisfaction can be achieved through their personal input into the final look and feel. Imagine the scenario where you have just received your new application, but a couple of the prompts are in illogical places and you could use a couple of extra menu items. Sit down with your developer and within minutes you can have exactly what you want, where you want it.

## Tools that enable VARs to maintain their competitive advantage

One of the key reasons why people use OpenInsight is for its ability to help them to maintain their competitive edge. This is achieved in many ways, but mostly through faster application development times, leading to a faster route to market with less skilled staff.

"We had to build the entire call centre and television studio management system, and we had to do it in six weeks – just me and one other programmer. The only application environment that could handle it in the timeframe available was from Revelation."

**Kyle Amadio , PowerForce for Retail Systems.**

Very often we hear of Revelation VARs with only a couple of software developers competing against organisations with 10 or more specialist staff producing the same results. Furthermore, through a more streamlined multi-disciplined team Revelation's VARs are able to quickly address business needs through their software and get the results out to users before their competition.

This results in end-users benefiting from the enhancements more quickly and at a lower cost as the Revelation VARs total overhead in salaries is often much lower.

If you could do more for your clients than your competition without inflating costs and then deliver that value faster than your competition, benefitting you both – would you let your competition know how you manage to maintain your competitive edge?

In addition, it also enables Revelation VARs to undertake and deliver projects that would normally be considered unviable using more mainstream products. For instance a national NHS project was completed for around £100,000.00 whereas another system the client was considering for the task cost over a million. Elsewhere, another Revelation VAR was approach to undertake a pilot project for a government agency and delivered a working pilot for less than £150,000, whereas their competitors declined to even bid for the work.

### **Revelation is not just software – It is a whole community!**

Revelation enjoys a niche within the application development market, in which Revelation's developers have built a community based on 'everyone succeeding' and from this several leading experts have emerged. Whether, developers are one of these leading experts, a developer, or power-user new to OpenInsight, there are hundreds of people wanting to offer their help, as they were helped before – all in the interest of breeding success within the community.

To enable this sense of community to flourish, back in 1996 Revelation were one of the first software companies to publish an open, public threaded discussion forum for its developers and in doing so created a virtual global community for the sharing of information and the exchange of ideas regarding all aspects of application development and deployment using Revelation's products.

### **Everyone benefits from Reliable, Scalable and Economical solutions**

Without question, Revelation based systems stand the test of time. Many Revelation VARs have systems that have evolved over the last two decades and support many millions of rows of data. Throughout this time technology changes in hardware, software and also communications have been relentless, but Revelation have provided support for the majority of these changes, enabling VARs and end-users to exploit those with the best business benefit where data driven solutions are concerned.

How many of your other software vendors have a proven track record spanning the last decade, let alone the best part of three decades?

Existing end-users often want to find out more about the underlying technology of their packaged solution and this interest is often born from the reliability of systems built using OpenInsight. Not only are they usually well designed and developed, but through OpenInsight less code is required to build the solutions and many tasks such as record locking, memory allocation, interacting with the data, etc. are all handled through the system without bespoke code.

**With fewer lines of bespoke code in the system,  
there is less opportunity for the system to fail through fewer failure points.**

Revelation based systems have proven time and again that they are ultra scalable. Many systems created under DOS with only a handful of users have evolved into Windows® applications with hundreds of licensed users and over the web, companies now enable their systems to interact with millions of users daily. Furthermore, these systems have evolved without the need for complex and costly system rewrites that often result in retraining and testing overheads for organisations running the solutions.

On the subject of a scalability and performance test - "... No performance impact is closer to the truth. Timings were different at most by 1/100<sup>th</sup> of a second between 250 and 850 users worth of background noise."

**Mark Marsh, Senior OpenInsight System Architect.**

Revelation drives down the cost of ownership through providing technologies that enable developers to create systems that are often a case of setting up the system and forgetting all about them. Clearly support agreements are recommended for those instances where something does break, but in the main, Revelation systems usually only require a morning or afternoon a month of general database administration and it is no surprise that Revelation take calls from people who have been running a solution for several years without needing to ask for help at all, many of which have since lost contact with the original system author.

This means that end-users no longer need to invest in costly database administration staff and cover costly periods of system downtime. Furthermore, the user experience is enhanced through availability, generating more acceptance and trust in the systems across the organisation.

### **Revelation's commitment to end-users business continuation**

Revelation's commitment to its clients does not stop with the organisation that pays the bill, typically the VAR. Whether it is disaster recovery solutions for 24x7 operating systems, or an event that results in the VAR ceasing trading, or for some other legitimate reason the VAR is unable to assist an end-user, Revelation have a safety net to ensure that the end-user can continue to run their business software – within the application license of course.

#### **Revelation is committed to the availability and success of every Revelation based system however and wherever supplied.**

Through Revelation's Universal Driver Heavy (UDH), users can ensure that their valuable data is always available regardless of the seriousness of a system failure. For instance in the event of a disc or machine failure, a warning email is sent and the system can be switched over to a secondary server with an up to the minute copy of the data – the users continue to use the system unhindered whilst the issue is resolved. Once repaired, the server is brought back online and the journalled transactions are replayed to the backup data server.

Furthermore, for systems working 24x7x365 the UDH enables 'real point in time' backups to be taken without any of the issues associated with open file backup software or interruption in user access to the system.

“Protecting an organisations investment in their data is of paramount importance when considering a data driven software purchase. Through products like the UDH, backed by well conceived disaster recovery plans, it is a pleasure to discuss these difficult issues with our VARs and end- users.”

**Martyn Phillips, Revelation Software Limited.**

In addition to product related solutions, Revelation also has both informal agreements that VARs can extend to their clients and also more formal, escrow style, agreements for larger clients. These agreements do not simply cater for the provision of source code for the end-user to muddle through with. Both agreements provide end-users with access to top line support in the case of a loss of system situation and a service to set up a business relationship with a new technical resource as required. The escrow agreement goes further in providing a release mechanism for source code and technical resource to maintain that code going forward.

## Further Reading.

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### The Benefits of a MultiValue Database Management System

If you have never heard of MultiValue technologies and you are concerned about investing in a little known technology, then this is the document for you. This white paper will look at how MultiValue stands up against the Relational world and how it helps developers and business to benefit from systems that better suit today's business processes and maximise stability and performance in mission critical environments.



[www.revsoft.co.uk/downloads/mvdbmsrdbms.zip](http://www.revsoft.co.uk/downloads/mvdbmsrdbms.zip)

### Why should I opt for a Revelation based application?

This white paper explores some of the reasons why over two million users in businesses all over the world rely on Revelation based systems to drive their business critical solutions every day. Whether you are most interested in a flexible system that will grow with your business, or your primary driver is getting the best solution at the best price then this white paper will help you to better understand Revelation and why developers trust and rely on the company to help them to deliver, enhance and maintain those solutions.



[www.revsoft.co.uk/downloads/whyrev.zip](http://www.revsoft.co.uk/downloads/whyrev.zip)

### User Stories

Revelation has hundreds of anecdotal stories covering most situations in most industries. Most of these we are not permitted to officially talk about for reasons of commercial confidentiality, but a few of those stories that we can publicise are available from our web sites:

<b>Automotive Radio Equipment (ARE)</b>	<a href="#">OpenInsight Application Brings Sophisticated Automation To Automotive Insurance Claims Settlement.</a>
<b>BG-Base</b>	<a href="#">Documenting the World's Biological Collections whilst utilizing OpenInsight's MultiValue capabilities.</a>
<b>Counterpoint Systems</b>	<a href="#">Uses OpenInsight to drive its solutions for the entertainment industry.</a>
<b>Divers Software</b>	<a href="#">Dominates Recreational Diving Industry With Innovative Retail POS/Back-Office Application.</a>
<b>DFM Systems, Inc.</b>	<a href="#">Helps Companies Extend Equipment Life and Reduce Costs.</a>
<b>Elite Spice</b>	<a href="#">Finds the Right Blend with Revelation Software.</a>

<b>Forerunner Systems, Inc.'s</b>	<a href="#"><u>Helps Catalogue Retailers Accurately Forecast Merchandise Demand.</u></a>
<b>Harvest Software</b>	<a href="#"><u>"Form Fits" Solutions for Windows or Linux.</u></a>
<b>Keller Williams Realty</b>	<a href="#"><u>Publishes Property Listings on the World Wide Web with Revelation's OpenInsight Internet Gateway.</u></a>
<b>LocalTel</b>	<a href="#"><u>Counts on ARev and OpenInsight for competitive edge.</u></a>
<b>LifeGift</b>	<a href="#"><u>OpenInsight database helps improve organ and tissue recovery.</u></a>
<b>Merit Software</b>	<a href="#"><u>Merit relies on OpenInsight to develop products quickly, reliably and to maintain a competitive advantage in their marketplace.</u></a>
<b>Movie Gallery</b>	<a href="#"><u>Rings up Impressive Growth with Comprehensive, Flexible POS Application.</u></a>
<b>Peterborough Software</b>	<a href="#"><u>OpenInsight helps Peterborough Software to manage their move to the Windows environment.</u></a>
<b>Sebastian Technologies</b>	<a href="#"><u>Streamlines Field Engineering with OpenInsight's' New HTML Publishing Features.</u></a>
<b>Social Software</b>	<a href="#"><u>The Challenge to build an XML Data Exchange.</u></a>
<b>Sprezzatura and NWS</b>	<a href="#"><u>Making legacy data available on the World Wide Web.</u></a>
<b>Sterling Courier</b>	<a href="#"><u>Brings Mission-Critical "AREV" Application To The Web Using OpenInsight and enables customers to track shipments online.</u></a>
<b>TVSN</b>	<a href="#"><u>TV Shopping Network: Huge Growth With Small Costs.</u></a>
<b>University of DC</b>	<a href="#"><u>Adopt OpenInsight for a course in MultiValue Database Programming.</u></a>